



Department of Medical Assistance Services  
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# MEDICAID PROVIDER MANUAL UPDATE

TO: All Providers of Community Mental Health Rehabilitative  
Services participating in Virginia Medical Assistance Program

FROM: Patrick W. Finnerty, Director  
Department of Medical Assistance Services (DMAS)

MEMO: Update  
DATE: April 25, 2007

SUBJECT: Update to the Community Mental Health Rehabilitative Services Provider Manual

The purpose of this memorandum is to notify you of changes to Chapters IV and VI of your Community Mental Health Rehabilitative Services Provider Manual. Please download the new pages to insert into your Provider Manual and retain the attached table. Attached, please also find a listing of the specific changes in each chapter.

Chapter IV and Chapter VI have been updated to reflect changes and clarifications to multiple service requirements.

Please review these changes carefully.

## **ELIGIBILITY AND CLAIMS STATUS INFORMATION**

DMAS offers a web-based Internet option (ARS) to access information regarding Medicaid or FAMIS eligibility, claims status, check status, service limits, prior authorization, and pharmacy prescriber identification. The website address to use to enroll for access to this system is <http://virginia.fhsc.com>. The MediCall voice response system will provide the same information and can be accessed by calling 1-800-884-9730 or 1-800-772-9996. Both options are available at no cost to the provider.

## **COPIES OF MANUALS**

DMAS publishes electronic and printable copies of its Provider Manuals and Medicaid Memoranda on the DMAS website at [www.dmas.virginia.gov](http://www.dmas.virginia.gov). Refer to the "DMAS Content Menu" column on the left-hand side of the DMAS web page for the "Provider Services" link, which takes you to the "Manuals, Memos and Communications" link. This link opens up a page that contains all of the various communications to providers, including Provider Manuals and Medicaid Memoranda. The Internet is the most efficient means to receive and review current

provider information. If you do not have access to the Internet or would like a paper copy of a manual, you can order it by contacting Commonwealth-Martin at 1-804-780-0076. A fee will be charged for the printing and mailing of the manuals and manual updates that are requested.

### **“HELPLINE”**

The “HELPLINE” is available to answer questions Monday through Friday from 8:30 a.m. to 4:30 p.m., except on state holidays. The “HELPLINE” numbers are:

1-804-786-6273 Richmond area and out-of-state long distance  
1-800-552-8627 All other areas (in-state, toll-free long distance)

Please remember that the “HELPLINE” is for provider use only. Please have your Medicaid Provider Identification Number available when you call.

### **PROVIDER E-NEWSLETTER SIGN-UP**

DMAS is pleased to inform providers about the creation of a new Provider E-Newsletter. The intent of this electronic newsletter is to inform, communicate, and share important program information with providers. Covered topics will include changes in claims processing, common problems with billing, new programs or changes in existing programs, and other information that may directly affect providers. If you would like to receive the electronic newsletter, please sign up at [www.dmas.virginia.gov/pr-provider\\_newletter.asp](http://www.dmas.virginia.gov/pr-provider_newletter.asp).

Please note that the Provider E-Newsletter is not intended to take the place of Medicaid Memos, Medicaid Provider Manuals, or any other official correspondence from DMAS.

Attached Number of Pages: (2)

# **Community Mental Health Rehabilitative Services Provider Manual**

## ***Changes to Chapter IV and Chapter VI***

### **Chapter IV**

Page 3 – Clarification of service limitations for Intensive In-Home Service - H2012.

Pages 10-16 – Clarification of required service activities for Community-Based Residential Services for Children and Adolescents under 21 (Level A) - H2022 HW (CSA), H2022 HK (non-CSA).

Page 13 – Clarification of Individualized Service Plan requirements for Community-Based Residential Services for Children and Adolescents under 21 (Level A) - H2022 HW (CSA), H2022 HK (non-CSA).

Page 15 – Clarification of treatment bed description for Community-Based Residential Services for Children and Adolescents under 21 (Level A) - H2022 HW (CSA), H2022 HK (non-CSA).

Page 17-21 – Clarification of required service activities for Therapeutic Behavioral Services (Level B) – H2020 HW (CSA) H2020 HK (non-CSA).

Page 22 – Clarification of Individualized Service Plan requirements for Therapeutic Behavioral Services (Level B) - H2020 HW (CSA) H2020 HK (non-CSA).

Page 23 – Clarification of treatment bed description for Therapeutic Behavioral Services (Level B) - H2020 HW (CSA) H2020 HK (non-CSA).

Page 33 – Clarification of service limitations for Intensive Community Treatment - H0039.

Page 35 – Clarification of treatment bed number service limitations for Crisis Stabilization-H2019; Clarification of service definition for Mental Health Support Services - H0046.

Page 37 – Clarification of limitations for support service allowed in the work environment for Mental Health Support Services - H0046.

Page 40 – Clarification of the required time frame for an obstetric assessment for Substance Abuse Residential Treatment for Pregnant Women - H0018 Modifier HD.

Page 43 – Clarification of the required time frame for an obstetric assessment for Substance Abuse Day Treatment for Pregnant Women - H0015 Modifier HD.

Exhibits – Page 1 - Sample Certificate of Need for Level A & B Residential Programs.

### **Chapter VI**

Page 16 – Clarification of Utilization review requirements for Intensive Community Treatment-H0039.

***COMMUNITY MENTAL HEALTH REHABILITATIVE SERVICES  
PROVIDER MANUAL***

**REVISION CHART**

**April 25, 2007**

**SUMMARY OF REVISIONS**

<b>MANUAL SECTION</b>	<b>MATERIAL REVISED</b>	<b>NEW PAGE NUMBER(S)</b>	<b>REVISED PAGE(S)</b>	<b>REVISION DATE</b>
Chapter IV	Chapter IV		Entire Chapter	4/25/2007
Chapter VI	Chapter VI		Entire Chapter	4/25/2007

**FILING INSTRUCTIONS**

<b>MANUAL SECTION</b>	<b>DISCARD</b>	<b>INSERT</b>	<b>OTHER INSTRUCTIONS</b>
Chapter IV	Old Chapter IV	New Chapter IV	
Chapter VI	Old Chapter VI	New Chapter VI	